

## Appendix 15

### Procedures for Making Cash Refunds to Wisconsin Medicaid

The procedures outlined below should be used when making a cash refund to Wisconsin Medicaid. This ensures the accounts are accurately reported for state and federal reporting purposes. Providers should include their Medicaid provider number with all correspondence.

*Note:* Nursing homes and hospitals may not make cash refunds to Wisconsin Medicaid.

- A. When returning a Medicaid-issued check or a personal check, attach a copy of the appropriate page of the Remittance and Status (R/S) Report indicating the claim(s) to which the check pertains.
- B. Indicate the dollar amount being returned for each claim when multiple recipients are involved.
- C. Indicate the reason for the refund on either the R/S Report or on a separate attachment. For the provider's convenience, a list of common reasons why refunds are made is indicated below. The provider may use the "Reason Code" to indicate the reason for the refund.

<u>Reason Code</u>	<u>Reason For Refund</u>
1.	Overcharge or credit adjustment.
2.	Medicare has made payment on the claim (provider requirements are indicated in the Coordination of Benefits section of the All-Provider Handbook).
3.	Provider records indicate that Medicaid has paid the claim twice.
4.	The provider did not perform services for this recipient.
5.	Wisconsin Medicaid has made an overpayment on the claim.
6.	The provider has billed the claim in error.
7.	The provider name indicated on the check no longer practices at this address.
8.	Another commercial health insurance company (not Medicare) has made payment. [Attach a copy of the health insurance Explanation of Benefits (EOB).]

- D. Providers will not receive R/S Reports for manual partial payment/interim payments. Wisconsin Medicaid will initiate an adjustment to recoup the amount of overpayment for manual partial payments. For interim payments, Wisconsin Medicaid will send the provider a letter explaining the process. Providers should make a copy of the letter and send it with the check, or indicate on an attachment that the refund is being made for an interim payment and why the advance was issued.

- E. Send the check and documentation to the address below:

Wisconsin Medicaid  
Cash Unit  
6406 Bridge Road  
Madison, WI 53784-0004